

**Quality and Productivity Commission Meeting
Minutes of July 27, 2015**



**County of Los Angeles
Quality and Productivity
Commission**

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Chair

Rodney C. Gibson, Ph.D.

1st Vice-Chair

Jacki Bacharach

2nd Vice-Chair

Nancy Harris

Chair Emeritus

Jaclyn Tilley Hill

Immediate Past Chair

Edward T. McIntyre

Walter Allen, III
Charles G. Bakaly, Jr.
Viggo Butler
Marshal Chuang
Evelyn M. Gutierrez
J. Shawn Landres, Ph.D.
Huasha Liu
Bud Treece
William C. Waddell, DBA
Joseph P. Wetzler
Jacqueline A. Wong
Will Wright

Executive Director

Victoria Pipkin-Lane

Program Manager

Mary E. Savinar

Program Support

Laura Perez



PRESENT:

Rodney Gibson
Walter Allen, III
Jacki Bacharach
Charles Bakaly
Viggo Butler
Marshal Chuang
Evelyn Gutierrez
Nancy Harris

Jaclyn Tilley Hill
Huasha Liu
Edward McIntyre
Bud Treece
William Waddell
Joseph Wetzler
Jacqueline Wong
Will Wright

ABSENT:

Shawn Landres (participated by listening on the telephone only)

CALL TO ORDER

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:01 a.m. in Room 739 of the Kenneth Hahn Hall of Administration.

APPROVAL OF THE MINUTES OF JUNE 15, 2015

On motion of Commissioner Bakaly, seconded by Commissioner Chuang, the minutes of June 15, 2015, were unanimously approved.

**PRESENTATION ON IMPLEMENTATION OF THE
COMMISSION'S "SINGLE WEB ACCESS REPORT" AND
UPDATES TO COUNTY WEBSITE**

David Sommers and Brandon Dowling gave a presentation on the results of the Single Web Access report. Due to the report, the Countywide Communications Section was able to update the County's website. They demonstrated the many ways residents can access Countywide information they are seeking through a smart phone or on computers. They have learned a lot over the year and plan to use the information they have gathered to move similar web access sites across all departments. The most successful part of the website has been the "live chat" online function.

Following the presentation, Commissioners asked several questions.

CHAIR'S REPORT

Chair Gibson gave the following report:

- The Commission is currently working on two Board requests.

We support plain language

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effective and caring service"***

- The first is a report on how the County can more widely utilize free and low-cost commercial software and to look at information technology infrastructure services useable on multiple devices and platforms, particularly high-definition video broadcasting and secure videoconferencing. In the final report, the Commission may encourage the Board to step up on a Countywide digital mission. A sub-committee is working on the report. Commissioners will get a final review of the report and make comments before it is submitted to the Board
- A second report is being written in cooperation with the Department of Public Social Services to see how Eligibility Worker services can be streamlined. The report will review the administration of services provided by eligibility workers and make recommendations to streamline the process
- The autonomous vehicle proposal continues to be addressed. A statement of work has been completed and a Master Agreement list is being looked into to see which group can conduct the study. The Strategic Foresight Working Group is the motivator of this proposal and will continue to take the lead
- The Commission has a number of charters (policies). One charter addresses Commissioner Contacts with Department Heads. The Commission adopted a policy in 2005 that says that “requests by Commissioners for individual meetings with department heads or County staff will be coordinated with the Commission Chair.” A copy of the policy was handed out. It is important to adhere to this charter to prevent any issues that might cause embarrassment to the Commission
- When Commissioners visit a department, department heads are very open. Department heads view the visits with the Commission as confidential. Oftentimes, comments are made and sensitive issues discussed. The Commission values its relationship with the departments and want Directors to know that what is said in the meeting will remain between the Commissioners and the Department
- A reminder that the Evaluation at the Marina will be on Wednesday, August 5, 2015, at 9:30 a.m., at Burton Chase Park in Marina del Rey. The Productivity Managers’ Network will review and score all entries. Please let staff if you would like to attend
- Last week an email was sent out to review the County’s Code of Conduct Policy and included an acknowledgement form. Please be sure to submit the signed form to staff
- The remaining department visits are as follows: July 29-Consumer Affairs; July 30-Beaches and Harbors; August 3-Auditor-Controller; August 13-Regional Planning; August 20-Mental Health; and August 31-Public Works

PRODUCTIVITY MANAGERS’ NETWORK (PMN) CHAIR’S REPORT

Jennifer Coultas, Chair of the PMN, made the following report:

- A new manager's orientation was held on June 18. Eight new managers were welcomed to the PMN orientation, which included an overview of the Commission, Mission, QPC programs, and the Network Manager's role. Each new manager was matched with a "PMN Mentor" and given a comprehensive PMN handbook
- PMN managers submitted two PIF proposals this PIF cycle
- The managers have been busy preparing the PQA proposals and submitted an impressive 56 entries on July 15
- The PMN/PQA Committee met on July 21 to plan for the Evaluation at the Marina to be held on August 5. They also reviewed the PQA entries to check for consistency, format, signatures, and to identify issues needed to be adjusted
- The PIB Advisory Committee met on July 22 to hear presentations on the two PIF proposals, making suggestions to the department to strengthen the proposals and make recommendations to the PIB regarding funding. The next PIB meeting will be on August 10

EXECUTIVE DIRECTOR'S REPORT

Executive Director Victoria Pipkin-Lane reported the following:

- The two new Commissioners will be contacted this week to schedule an orientation session with the Chair
- The Board of Supervisors approved a new governance model, eliminating the Deputy CEO positions. Interim CEO Sachi Hamai presented the new plan to the Board. As a follow-up, Jim Jones, Chief Operating Officer, will meet with Senior Managers in the CEO as part of continued reorganization of the office to align with Board priorities. There are two new priority issues for the Board, which is homelessness and Information Technology. Phil Ansel, Chief Deputy, Public Social Services, has been reassigned to the CEO to work on the homeless issue. A look at all the Commissions and their role in the new organization and goals of the Board will be looked at as well
- The next meeting to discuss the software motion will be on August 15. An email and packet will be sent out this week

DEPARTMENT VISIT COMMITTEE

Commissioner Jacki Bacharach reported that nine department visits have been completed with six more left. The following department visit reports were given:

- Chief Information Office. Commissioner Butler reported that the department is spearheading a Managed Print Service initiative, which has begun to reduce the number, maintenance, and supply costs of County prints. They are looking at ways to manage these costs
 - They are launching the County's Open Data Portal, complete with a GIS component, providing the public access to a wide-range of information on programs and services
 - They continue to be challenged with the recruitment and retention of IT staff, but are working to resolve this issue

- Animal Care and Control. Commissioner Gutierrez reported that they are constantly raising the technology in their department. They have the Safety Net Pilot Project, a partnership with the American Society for the Prevention of Cruelty to Animals, which assists pet owners who face challenges that may result in the surrender of their animals. They are working with facial recognition software companies to use the technology to match lost pets with their owners by using a free app that is downloaded into a smart phone
 - They are looking at their aging infrastructure and trying to see how they can upgrade their facilities
 - They are concerned about other trends and looking at pet populations and state legislation
- Public Social Services. Commissioner Gutierrez reported that the department gave a great presentation and a good record of what the department is doing. They gave a summary of their major initiatives, which are Customer Service; Internal Operations; Workforce; Technology; and Facilities
 - They are developing self-service options, ways to automate integrated services, and a courtesy call back number
 - They are enhancing the DPSS Mobile App with imaging software that allows clients to upload documents and locate the nearest ATM that does not levy a surcharge
 - They are creating the “We Care Card” for customers to immediately comment on their service experience and staff interaction
- Health Services. Commissioner Gibson reported that when the Affordable Care Act was enacted, it was thought it would decimate the County hospital system. However, many residents have stayed with the County and the department is busier than ever.
 - Dr. Katz, in cooperation with the Community Development Commission, worked on building housing for the homeless who use the emergency room. It has been very successful and they have been able to assist many homeless people
 - They created a Patient-Centered Medical Home, which empanelled more than 460,000 patients to a specific primary care physician and team of clinicians. Patients are now able to see the same doctor each time they visit
- Children and Family Services. Commissioner Hill reported that the director spoke about the dependency courts and how they are working to expedite adoptions. It takes a very long time to get this process completed
 - The Web-based Policy Manual, supported by the Commission with a PIF grant, has given social workers easy access to important procedural information. It has made a big difference in the field
 - They are working on implementing a Core Practice Model at the DCFS Academy, which includes simulations of “real life” scenarios social workers encounter in the field. The practice modules ensure a stronger training program and better preparation for front-line employees

OPEN DISCUSSION

None

PUBLIC COMMENT

None

ADJOURNMENT

On motion by Commissioner Bakaly, seconded by Commissioner Liu, the meeting adjourned at 11:44 a.m. The next full Commission meeting will be on Monday, August 17, 2015, in **Room 374**, Kenneth Hahn Hall of Administration.